

# AD-A212 866

## ATION PAGE

Form Approved  
OMB No. 0704-0188

average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering the collection of information. Send comments regarding this burden estimate or any other aspect of this form to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Avenue, Alexandria, VA 22304-6145, Paperwork Reduction Project (0704-0188), Washington, DC 20503.

1. AGENCY USE ONLY (Leave blank)		2. REPORT DATE July 1989		3. REPORT TYPE AND DATES COVERED	
4. TITLE AND SUBTITLE Office of Congressional Affairs TQM Plan				5. FUNDING NUMBERS	
6. AUTHOR(S)					
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Defense Logistics Agency Office of Congressional Affairs Alexandria, VA				8. PERFORMING ORGANIZATION REPORT NUMBER	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)				10. SPONSORING/MONITORING AGENCY REPORT NUMBER	
11. SUPPLEMENTARY NOTES					
12a. DISTRIBUTION/AVAILABILITY STATEMENT Approved for Public Release; Distribution is Unlimited.				12b. DISTRIBUTION CODE	
13. ABSTRACT (Maximum 200 words) This document describes the DLA Office of Congressional Affairs TQM implementing plan. The plan emphasizes five areas: Customer relations, processes, measurement, awards, and training. The plan also includes specific improvement goals and milestones.					
14. SUBJECT TERMS TQM (Total Quality Management), Congressional Affairs, Continuous Process Improvement				15. NUMBER OF PAGES	
				16. PRICE CODE	
17. SECURITY CLASSIFICATION OF REPORT UNCLASSIFIED	18. SECURITY CLASSIFICATION OF THIS PAGE UNCLASSIFIED	19. SECURITY CLASSIFICATION OF ABSTRACT UNCLASSIFIED	20. LIMITATION OF ABSTRACT UL		

## OFFICE OF CONGRESSIONAL AFFAIRS TQM PLAN

### I. CONCEPT

A. The Office of Congressional Affairs (DLA-Y) serves as the liaison between DLA and Congressional actions and activities. The office is tasked with the responsibility of responding to Congressional inquiries (written and verbal); monitoring Congressional actions, hearings and legislation impacting DLA; coordinating testimony of DLA representatives for Congressional hearings and attending such hearings; and coordinating and meeting with members of Congress or their representatives on issues relative to DLA concern.

B. The DLA-Y TQM philosophy is to develop a perception that quality is a way of doing business. The TQM Plan is established to implement a management/worker level style that emphasizes quality as a fact of performance. This philosophy will be adopted at all levels. Each employee is tasked to develop and maintain a TQM attitude to ensure optimum job performance and customer satisfaction.

C. To implement the TQM philosophy on mission responsibility, five areas will be emphasized in the DLA-Y TQM Plan. They are customer relations, processes, measurement, awards, and training.

### II. METHODOLOGY

A. The DLA-Y TQM structure consist of: (1) Staff Director; (2) Congressional Affairs Specialists; (3) Staff Assistant; and, (4) Secretary.

B. The DLA TQM structure will also include a TQM facilitator. The facilitator will have the responsibility for: (1) having inhouse expertise on the TQM program; (2) reviewing and arranging TQM training requirements; (3) providing TQM guidance to the office staff; (4) keeping staff informed on DLA's TQM program; (5) reviewing DLA-Y's TQM Plan to incorporate changes if required; and, (6) monitoring progress in execution of the Plan.

C. Involvement at all levels of the structure will be utilized in carrying out the TQM program of this Office. Suggestions and recommendations on performance improvement will be encouraged.

## 1. Customer Relations

The term customer in DLA-Y is twofold. On one hand, customers are the Congressmen/Senators, their staff, and personnel from various Committees. On the other hand, DLA-Y is a customer of the PSEs since it requests information from them to respond to Congressional inquiries. Continuity and timeliness of effort is of utmost importance in carrying out assigned mission responsibility. It is vital to ensure that policies and procedures in DLA and the Primary Level Field Activities (PLFA) concerning responding to such inquiries are consistent. To accomplish this the following actions will be taken:

- a. Request PLFAs and PSEs to provide point of contact (POC) for Congressional inquiries.
- b. Request PLFAs to submit internal procedures on processing Congressional inquiries to ensure procedures do not conflict with PSE's procedures.
- c. Increase use of electronic mail and state of the art communications techniques between DLA-Y, PSEs, PLFAs and Capitol Hill.

## 2. Processes

- a. Identify each office process.
- b. Evaluate each process to determine duplication of effort.
- c. Delete unnecessary and duplicative actions.
- d. Request/encourage input from staff on ways to improve the current procedures.

## 3. Measurement

- a. Have a minimum of monthly staff meetings to discuss effectiveness of current operating procedures.
- b. Request PLFAs and PSEs to provide feedback on ways to improve the current procedures.

## 4. Awards

- a. Establish an annual Congressional Affairs award to PSEs/PLFAs for excellence in timeliness, completeness and accuracy of responses.

b. Continue current system of reviewing staff performance for potential awards.

5. Training

a. Encourage staff development.

b. Review available courses relative to mission enhancement of DLA-Y.

c. Implement a cross training program between DLA-Y and other PSEs.

III. **GOALS**

A. Customer satisfaction is of utmost importance. Therefore, efforts will be pursued that strive for timely response to customer's needs and removal of all obstacles (internal and external) negating continued responsiveness to those needs.

B. Respond to all verbal Congressional inquiries within a reasonable time.

C. Improve our on time response rate to written inquiries.

D. Establish an annual DLA-Y Congressional Affairs Award for the PSE(s) with consistency in timeliness, completeness and accuracy of responses.

E. Minimize the error rate in assigning Congressional inquiries to PSEs.

F. Provide TQM training as well as other appropriate training deemed necessary to enhance optimum job performance.

G. Standardize priority and policy between PSEs and PLFAs on responding to Congressional inquiries.

IV. **EXECUTION**

See attached.

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MILESTONES FOR DLA-Y'S TQM EXECUTION PLAN																									
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		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	TRAINING																								
1a	IDENTIFY TRAINING REQUIREMENTS				0																				
1b	CONDUCT TRAINING																								
2	TQM MONTHLY STAFF MEETINGS				0																				
3	AWARDS PROGRAM																								
3a	PSE AWARD				0																				
3b	STAFF AWARD PROGRAM				0																				
4	STANDARDIZE PSE/PLFA OPERATING PROCEDURES				0																				

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